



Welsh Language Policy
February 2022

CONTENTS

1 Policy Statement and Objectives

- 1.1 Policy Statement
- 1.2 Policy Objectives

2 Services Provision

- 2.1 Correspondence, publications and advertisements
- 2.2 Signs and notices
- 2.3 Online content
- 2.4 Software programs and apps
- 2.5 Telephone services
- 2.6 Meetings
- 2.7 Personal tutors
- 2.8 Assessments and examinations
- 2.9 Public lectures, events and learning opportunities

3 Internal Operations

- 3.1 Staffing and recruitment
- 3.2 Complaints from / about staff
- 3.3 Welsh language skills and training
- 3.4 Welsh speakers' badge
- 3.5 Policies
- 3.6 Record keeping

4 Complaints

5 Responsibility and Monitoring

1 Policy Statement and Objectives

1.1 Policy Statement

Coleg Cambria welcomes the commitments set out in the Welsh Language Standards, introduced under the Welsh Language (Wales) Measure 2011, and will continue to actively promote the Welsh language among its staff and students. As part of its contribution to the culture, society and economy of Wales, the college is committed to treating the Welsh language no less favourably than the English language.

This policy outlines the college's responsibilities in regards to its Welsh language service provision in line with the requirements of the Welsh Language Standards.

Areas of this policy apply to all college departments. It is the responsibility of all staff who are involved in service delivery to adhere to the guidance set out in this document.

1.2 Policy Objectives

This policy advises on the use of the Welsh language in the college's delivery of services both internally and externally.

This policy gives guidance on the services that must be provided in both Welsh and English, and our commitment to ensuring that the Welsh language is treated no less favourably than the English language.

2 Delivery of Services

2.1 Correspondence, publications and advertisements

- 2.1.1 Where any student, prospective student or member of the public writes to the college in Welsh through any medium (e-mail, SMS, written correspondence, etc.), we will reply in Welsh unless the person who sent the correspondence has indicated that there is no need to reply in Welsh, or if no reply is necessary.
- 2.1.2 For the purposes of sending outgoing correspondence and/or producing publications and advertising materials, paragraphs 2.1.5 onwards of Section 2 will apply if the material is produced on behalf of the college and is aimed at any student(s) or member(s) of the public residing in Wales, where the purpose or content of the publication relates to any one or more of the following:
- a) the admission and selection of students;
 - b) information given to students and prospective students about the college;
 - c) the welfare of students;
 - d) complaints;
 - e) disciplinary proceedings in respect of a student;
 - f) careers services;
 - g) student intranet, virtual learning sites, and learning portal sites;
 - h) graduation and awards ceremonies;
 - i) the assessment or examination of a student;
 - j) the awarding of grants and the provision of financial assistance;
 - k) public lectures;
 - l) learning opportunities;
 - m) allocation of a personal tutor;
 - n) student accommodation, libraries and arts centres;
 - o) calls to helpline, call centre or main telephone numbers and automated telephone systems;
 - p) signs on the college's buildings.
- 2.1.3 Where a student or prospective student's language choice is known and the communication is personalised and unique to that individual, correspondence/publications can be sent in the preferred language choice only. This will be noted on the student management information system.
- 2.1.4 When the college sends the same correspondence or publicity and advertising material(s) to several persons, a Welsh language version of the correspondence or material(s) will be sent at the same time as any English version.

Coleg Cambria's Welsh Language Policy

- 2.1.5 For the purpose of sending outgoing communications, the college will apply a policy of placing the Welsh version of text before any English version of the text.
- 2.1.6 In all correspondence issued by the college and in all publications and notices, it will state that the college welcomes correspondence in Welsh and that it will reply in Welsh within the same time frames as English language responses.
- 2.1.7 Where separate Welsh and English language versions of publicity and advertising materials are produced, the English language version will state that a Welsh language version is available.
- 2.1.8 The college is not required to translate into Welsh any text which it has not produced, however best practice would be to request that external providers of information provide bilingual or separate Welsh/English versions wherever possible, as many such organisations may fall under their own Welsh Language Standards requirements in terms of publications and advertising materials.
- 2.1.9 All college staff will create bilingual email signatures and bilingual automated replies to email correspondence with the Welsh version above the English. We will provide templates in the Welsh Language section on the staff Intranet.
- 2.1.10 When advertising contact information such as telephone numbers or helpline numbers, the college will not treat the Welsh language less favourably than English language, as regards to the visual presentation of material (size, font, color, layout), size and format of the material, position or prominence of the material in any public place or when and how material is published, provided or displayed.

2.2 Signs and notices

- 2.2.1 All new or replacement signs, including temporary signs, will be in Welsh and in English, with the Welsh language text positioned so that it is likely to be read first.
- 2.2.2 Any temporary signs and notices will display the Welsh language text so that it is likely to be read before any English language text
- 2.2.3 Text for both the Welsh and English languages will be equal in font, size, weight and format. Using a different colour for fonts in Welsh and English will be encouraged.
- 2.2.4 The Welsh language on all signs and notices will be accurate in terms of meaning and expression. The Translation Unit will be available to offer translation, advice and support in relation to this.
- 2.2.5 Reception areas will display a bilingual sign/notice which states that visitors are welcome to use the Welsh language.

2.3 Online content

- 2.3.1 All existing and new pages on the college's website will be available and fully functional through the medium of Welsh and English and must provide a direct link to the Welsh language page on the corresponding English language page.

Coleg Cambria's Welsh Language Policy

- 2.3.2 Every existing and new page of the college's Student Intranet, virtual learning sites and learning portal sites will be available and fully functional through the medium of Welsh and English.
- 2.3.3 Every existing and new page of the college's Staff Intranet that is available to all staff will be published and fully functional through the medium of Welsh and English.
- 2.3.4 This only applies to content and interfaces that are created by Coleg Cambria and does not apply to the following:
- Any text that the college has not produced
 - Documents available via a link on a website not produced by Coleg Cambria
 - Messages posted of any of the above that can only be seen by a sub-set of the audience
 - Advertising material on a website that is not created by Coleg Cambria
 - Video and audio clips on a website not produced by Coleg Cambria
 - Content that is not published by the college on an interactive page published on our website (e.g. comments or discussion forum, user generated content)
 - Social media content not produced by Coleg Cambria
 - Any content only available in a language other than English.
- 2.3.5 The college will state on any English language page with a corresponding Welsh language page that a Welsh version exists and a link will be provided.
- 2.3.6 All Welsh and English web pages will be equal in terms of design, quality and accuracy, and will be updated at the same time.
- 2.3.7 All of the college's main social media accounts will be fully bilingual or there will be separate Welsh and English versions. If a person contacts us through any social media platform in Welsh, we will reply in Welsh (if an answer is required)

2.4 Software and apps

- 2.4.1 Cysgliad - a free Welsh spelling and grammar check, thesaurus and dictionary pack - will be available on all the college's computers.
- 2.4.2 All apps published by the college will function fully in Welsh, and the Welsh language will be treated no less favourably than the English language in relation to that app.

2.5 Telephone services

- 2.5.1 This section of the policy provides guidance on the Welsh language requirements in terms of the following:

Coleg Cambria's Welsh Language Policy

- Receive phone calls
- Voicemail messages
- Automated systems

2.5.2 For the purposes of this policy, 'telephone calls' refers to external calls to the college, not internal calls between staff members

2.5.3 For the purposes of this policy, 'telephone calls' means any call to a college telephone number where the purpose or content of that communication relates to any one or more of the following:

- a) the admission and selection of students;
- b) information provided to students and prospective students about the college;
- c) the welfare of students;
- d) complaints;
- e) disciplinary procedures in respect of a student;
- f) careers services;
- g) student intranet, virtual learning sites, and learning portal sites;
- h) graduation and awards ceremonies;
- i) the assessment or examination of a student;
- j) the awarding of grants and the provision of financial assistance;
- k) public lectures;
- l) learning opportunities;
- m) allocation of a personal tutor;
- n) student accommodation, libraries and arts centres;
- o) calls to helpline, call centre or main telephone numbers and automated telephone systems;
- p) signs on the college's buildings.

2.5.4 Staff responsible for greeting external callers on any main telephone number (or numbers), or helpline numbers will greet the person in Welsh (and English) by saying: "Bore da ["Bor-reh dah"] / Good morning" or "Pnawn da [Puh-noun dah"] / Good afternoon". If unable to continue with the call in Welsh they will transfer the call to a member of staff who speaks Welsh (full list available on Happeo) or if this is not possible we will offer that a Welsh speaker returns their call.

2.5.5 When offering a Welsh language service on our main telephone number (or numbers), or any helpline numbers, the telephone number for the Welsh language service will be the same as the corresponding English language service.

Coleg Cambria's Welsh Language Policy

- 2.5.6 A bilingual voicemail message will be provided on our main telephone number and helpline numbers with the Welsh message first.
- 2.5.7 Our performance indicators for dealing with telephone calls will ensure that those performance indicators do not treat telephone calls made in Welsh less favourably than calls made in English.
- 2.5.9 Our automated telephone systems will provide the complete automated service in Welsh (and English).
- 2.5.10 When any member of staff makes outbound calls on behalf of the college to persons residing in Wales, the respondent must be asked if they wish to discuss the matter in hand in Welsh; and this preference will be recorded with future calls relating to that matter conducted in Welsh.

2.6 Meetings

- 2.6.1 When a member of staff arranges any meeting on behalf of the college with any student(s) or member(s) of the public, where the purpose or content of that meeting relates to any of the below matters, it is necessary to ask the person(s) invited to attend if they wish to use the Welsh language at the meeting. If at least 10% indicate they wish to contribute in Welsh, the meeting must be conducted in Welsh; and a simultaneous translation service will be provided if hosting the meeting in Welsh is not possible:
- a) the admission and selection of students;
 - b) information provided to students and prospective students about the college;
 - c) the welfare of students;
 - d) complaints;
 - e) disciplinary proceedings in respect of a student;
 - f) careers services;
 - g) the assessment or examination of a student;
 - h) the awarding of grants and the provision of financial assistance;
 - i) learning opportunities;
 - j) allocation of a personal tutor;
 - k) a complaint made about or by a student or member of the public;
 - l) providing student support in the form of counseling.
- 2.6.2 When arranging a meeting that is open to the public or students, we will:
- produce the invitations bilingually with the Welsh first or if separate versions are produced the English versions must note that there is a Welsh version available.)

Coleg Cambria's Welsh Language Policy

- state that anyone attending is welcome to use the Welsh language at the meeting on any materials advertising the meeting
- ensure that meeting materials are displayed in Welsh
- ask each person who is invited to speak whether he or she wishes to use Welsh language at the meeting
- ensure that a simultaneous translation service from Welsh to English is available in the meeting for the purposes of any Q & A sessions and
- orally inform attendees that they are welcome to contribute in Welsh and that a translation service is available

2.7 Progress Coaches

- 2.7.1 All students will be asked if they would like to be assigned a Welsh speaking Progress Coach during enrolment. If there are no Welsh-speaking Progress Coaches within the department, an appropriate member of staff from another department will be asked to support the student.

2.8 Assessments and examinations

- 2.8.1 The college will have a process in place to ensure that all students are informed of their right to complete written assessments through the medium of Welsh. This will be done on enrolment and during the induction process.
- 2.8.2 Where a student wishes to sit a written assessment in Welsh, the college will endeavour to ensure that all coursework, examination papers and scripts are marked in Welsh. Where this is not possible, the college will endeavour to ensure that examination papers and scripts are translated into English by a qualified translator. Feedback on any assessment will also be available in Welsh.
- 2.8.3 The decision to complete any assessment through the medium of Welsh will not affect the outcome of the assessment or the time taken to award a grade in any way.

2.9 Public lectures, events and learning opportunities

- 2.9.1 When arranging any public event (including where the college funds at least 50% of another host's public event), where the event relates to any of the below matters:
- a) the admission and selection of students;
 - b) information provided to students and prospective students about the college;
 - c) the welfare of students;
 - d) complaints;
 - e) disciplinary proceedings in respect of a student;

Coleg Cambria's Welsh Language Policy

- f) careers services;
- g) student intranet, virtual learning sites, and learning portal sites;
- h) graduation and awards ceremonies;
- i) the assessment or examination of a student;
- j) the awarding of grants and the provision of financial assistance;
- k) public lectures;
- l) learning opportunities;
- m) allocation of a personal tutor;
- n) student accommodation, libraries and arts centres;
- o) calls to helpline, call centre or main telephone numbers and automated telephone systems;
- p) signs on the college's buildings

2.9.2 We will ensure that:

- services offered to attendees prior to and at the event must be available in Welsh (and English) in relation to the registration process, reception, audio announcements, signage.
- materials promoting the event must be available bilingually with the Welsh first (or by means of separate Welsh and English versions).

2.9.3 When arranging any public lecture, where the subject matter of the lecture or anticipated audience makes it likely members of the public would expect to be able to contribute in Welsh, a simultaneous translation service from Welsh to English will be made available for any Q & A session and attendees must be orally informed that they are welcome to use the Welsh language at the session.

2.9.4 Any learning opportunity that the college offers that is open to the public must be provided in Welsh.

A learning opportunity is defined as any seminar, training, workshop, taster session, or similar provision which is provided in order to educate or to improve the skills of members of the public; but does not include any seminar, training, workshop, taster session or similar provision provided as part of a course or seminars or presentations relating to a performance or production.

3 Internal Operations

3.1 Staffing and recruitment

- 3.1.1 When offering a new post to an individual, we will ask them whether they wish the contract of employment or contract for services to be provided in Welsh; and provide them in Welsh if they so wish.
- 3.1.2 We will ask all employees whether they wish to receive the following in Welsh, and provide them as they wish (and the preference will be noted on People Hub):
- paper correspondence relating to their employment and personally addressed to them in Welsh.
 - documents outlining training needs or requirements.
 - documents outlining its performance objectives.
 - documents that outline or record their career plan.
 - forms that record and authorise holidays, absences from work and flexible working hours.
- 3.1.3 When assessing the needs for a new or vacant post, we will assess the need for Welsh language skills and categorise it as a post where Welsh is essential or desirable. The selected category will be specified in the job advertisement, and the post will be advertised in Welsh.
- 3.1.4 When advertising a post, we will encourage applications to be submitted in Welsh, and that those applications will not be treated less favourably than those submitted in English.
- 3.1.5 Job application forms, explanatory material about our job application process, information about our interview process and any assessment methods and job descriptions will all be published in Welsh, and will not be treated less favourably than the English versions of them.
- 3.1.6 Applications submitted in Welsh will be treated equally with those submitted in English, and deadlines, timescales for informing applicants of decisions etc. will all be held at the same time for the two languages.
- 3.1.7 On our application forms, applicants have the space to indicate whether they wish to use the Welsh language in their interview and in their assessments. We state that we use a simultaneous translation service if we are unable to do so without using that service.
- 3.1.8 If a job applicant has applied for a job in Welsh, we will inform them of the decision regarding their application in Welsh.

3.2 Complaints by/about staff

- 3.2.1 All our staff can make complaints in Welsh, and respond to any complaint made about them in Welsh. That right is set out in the Complaints Policy.

Coleg Cambria's Welsh Language Policy

3.2.2 Should the member of staff who makes the complaint or who is complained about wish to use the Welsh language during any element of the process, we will ensure that this is done, using simultaneous translation services as required.

3.3 Welsh language skills and training

3.3.1 The Welsh language skills of our employees will be assessed every month and we will set annual targets to increase the number of staff who have Welsh language skills.

3.3.2 We will provide training in the following areas in Welsh if conducted in English -

- (a) recruitment and interview;
- (b) performance management;
- (c) grievance and disciplinary procedures;
- (d) induction;
- (d) dealing with the public; and
- (f) health and safety.

3.3.3 We will provide training on the effective use of Welsh in meetings, interviews, grievance and disciplinary procedures.

3.3.4 We will provide training courses for our employees to develop their awareness of the Welsh language, their understanding of operating to the Welsh Language Standards, and their understanding of how Welsh can be used in the workplace.

3.3.5 We will provide opportunities during working hours for our employees to receive Welsh lessons

3.3.6 A Welsh language awareness programme will be introduced as part of our induction process.

3.3.7 All staff will be required to undertake a short taster course if they do not have any Welsh language skills.

3.4 Iaith Gwaith (Work Welsh)

3.4.1 All staff and students who can speak Welsh will wear a college lanyard with additional orange speech bubble so that they can be easily identified in line with the Iaith Gwaith Scheme.

3.4.2 These will be promoted during staff and student induction and available in our reception areas.

3.5 Policies

- 3.5.1 When creating a new policy or reviewing or modifying an existing policy, we will consider the effects that that policy would have on people's opportunities to use the Welsh language and for Welsh and English to be treated equally. A Welsh Language Impact Assessment will be carried out.
- 3.5.2 When publishing a consultation document relating to a policy decision, we will consider and seek views on the effects that a policy decision will have on people's opportunities to use the Welsh language and for Welsh and English to be treated equally.
- 3.5.3 The College's Procurement Strategy includes a section which emphasizes the need to consider the impact on the Welsh language when making decisions about awarding grants or providing financial assistance.
- 3.5.4 When commissioning or carrying out research intended to assist us in making a policy decision, we will ensure that the research considers what effects the policy decision under consideration would have on people's opportunities to use the Welsh language and for Welsh and English to be treated equally.
- 3.5.5 When developing or adapting a course (or any component of a course), we will consider the effects that that course would have on people's opportunities to use the Welsh language and for Welsh and English to be treated equally.
- 3.5.6 All College policies will be published in Welsh, including:
- Behaviour in the workplace
 - Health and wellbeing in the workplace
 - Wages or benefits in the workplace
 - Performance management
 - Absence from work
 - Working conditions
 - Working patterns
- 3.5.7 All new policies or policies under review are approved by the College's Communication and Culture Group. The Head of Corporate Communications and Welsh Language is part of the group and scrutinises the impact of the policy ensuring that it complies with the need to use Welsh and for Welsh and English to be treated equally.

3.6 Record keeping

We keep records of the following:

- The number of complaints we receive relating to our compliance with and copies of the standards.
- A copy of any written complaint we receive relating to the Welsh language (whether or not the complaint relates to the standards with which we are under a duty to comply).
- The steps we have taken to ensure that we comply with the policy

Coleg Cambria's Welsh Language Policy

making standards that we are under a duty to comply with.

- Number of employees with Welsh language skills and skill levels of those employees, following assessments of our employees' Welsh language skills.
- The number of staff who attended training courses provided in Welsh (in accordance with standard 135) and the percentage of the total number of staff who attended that version of the course.
- All assessments we carry out in relation to the Welsh language skills that may be required in relation to a new or vacant post.
- Number of new posts and vacancies categorized (in accordance with standard 145) as requiring Welsh language skills as essential and desirable, Welsh language skills required once a post is appointed; and the jobs where Welsh language skills were not necessary.

4 Complaints

- 4.1 All complaints relating to our compliance will be dealt in line with our college complaint policy and procedures - <https://www.cambria.ac.uk/feedback-complaints/>

5 Responsibility and Monitoring

- 5.1 Ultimate responsibility for ensuring the college's overall compliance with the Welsh Language (No. 6) Regulations 2017, along with all other policy implementation and monitoring matters, lies with the Head of Corporate Communications and Welsh Language.
- 5.2 The College's Senior Management Team People and Culture Experience Group has specific responsibility for issues related to implementing what is required by the Welsh Language (No. 6) Regulations 2017. A monthly report is prepared for that group.
- 5.3 The guidance outlined in this policy is the responsibility of all staff who undertake work within the policy areas covered.